



# IMPORTANT INFORMATION AND FACTS ABOUT DHS CALL CENTER

## WHAT IS THE DHS CALL CENTER?

The DHS Call Center is responsible for responding to all incoming calls regarding **TANF**, **SNAP**, and Medical Assistance for District of Columbia Residents. The Center provides high quality customer support, not limited to call handling. Call Center staff are equip to complete client service transactions, input and maintain client information, and process all other client transactions. Calls are answered by a Social Service Representative (SSR) who will review and process applications and recertification packets, for public benefits eligibility. The *Call Center focuses on First Call Resolution*.

## HOW MAY I REACH THE CALL CENTER?

### Customers can reach us via:

- Call Center Main Line (202) 727-5355
- Service Centers:
  - Anacostia (202) 646-4614
  - Congress Heights (202) 646-4546
  - Fort Davis (202) 442-6103
  - H Street (202) 698-4350
  - Taylor Street (202) 576-8000 (Nov)
- Correspondences sent to customers - (202) 724-5506
- HBX Medicaid Call Center - (855) 532-5465  
(*Current Customers*)
- Director's Line - (202) 671-4200 (Nov)  
(*Benefits related questions*)
- ESA Administration - (202) 698-3900 (Nov)

## WHAT DOES THE DHS CALL CENTER DO?

- Answer ANY questions pertaining to benefits
- Report changes, such as address, income, expenses and household information (must be in **DCAS** and viewable in **DIMS** or submitted by customer)
- Complete **SNAP** Recertification/**SNAP** Mid Certs information (must be in **DCAS** and viewable in **DIMS** or submitted by customer)
- Complete telephone interviews for **SNAP** and **TANF** (Nov)
- Rollups
- Complete Medicaid recertification information (must be in **ACEDS**, **DCHL** and viewable in **DIMS** or submitted by customer)
- Case Closures
- Card requests for Medicaid
- Update **MEAE** Eligibility Codes
- Completion of Application submitted through **DCHL** information (must be in **DCHL**, **ACEDS** and viewable in **DIMS** or submitted by customer)
- Send all requested forms to customers
- Accept needed documentations via fax or department email
- Provide resource referrals



GOVERNMENT OF THE  
DISTRICT OF COLUMBIA  
MURIEL BOWSER, MAYOR

CONTINUING...



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## WHO'S THE LEADERSHIP TEAM?

Francine Miller – *Call Center Manager*

Stephanie Davis – *Section Chief*

Dwain McCray – *Supervisor (Medicaid)*

Eric Hunt - *Supervisor*

Parythina Harris – *Supervisor*

Open - *Bilingual Supervisor (Oct)*

Neamen Tewahade – *Contact Center Specialist*

(202) 727-5355 Main Line

(202) 535-1487 Fax Number

[Info.dhscallcenter@dc.gov](mailto:Info.dhscallcenter@dc.gov)